EXTRA DUTY SOLUTIONS

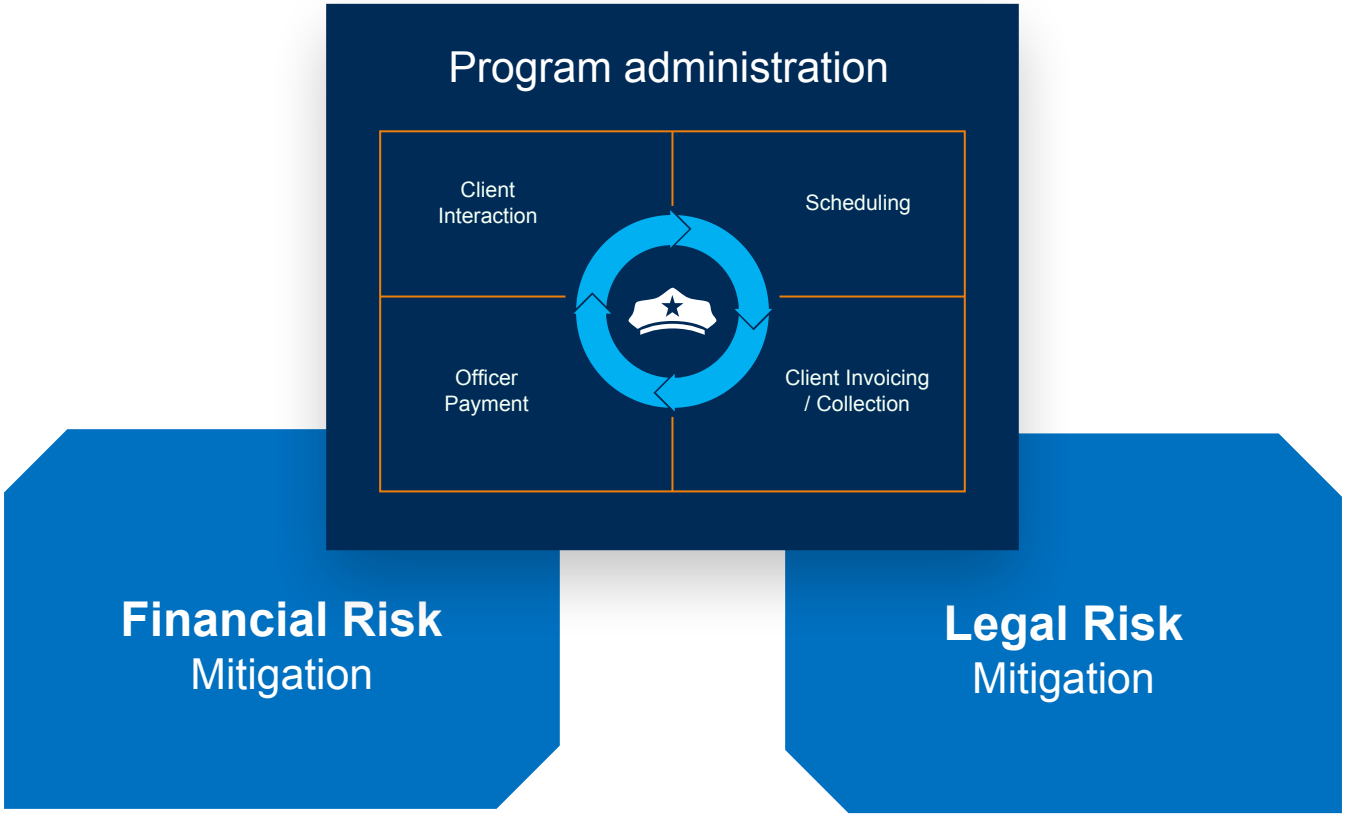
Introductory Presentation

2017

EXTRA DUTY SOLUTIONS

What We Do

Extra Duty Solutions administers extra-duty programs for Law Enforcement Agencies. We handle the administrative burden and mitigate the risk associated with such programs.



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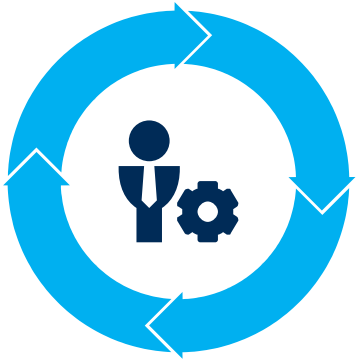
Program Administration:
Overview and Components

Client Interaction

- We respond to all incoming client inquiries (phone/web/email) 24/7/365
- We explain rates / rules to the clients; attain information required for scheduling
- We ensure client knows payment timing expectations and any other “terms and conditions”; ensuring MOU is signed
- Two-way feedback through us

Scheduling

- We use interactive software to present opportunities to Officers and enable them to signup.
- Officers signup in accordance with department rules: tenure, max extra duty hours / week, last extra duty engagement worked, etc.
- Numerous checks and balances: confirmation emails with maps embedded, check-in calls, etc.
- Direct calls/emails/texts to Officers for unscheduled, emergency details



Client Invoicing / Collection

- Timing in accordance with department rules: payment prior to detail, net/30, etc.
- Any questions / disputes handled through us
- We finance the float and accept the credit risk

Officer Payment

- Directly from us or through your payroll system
- IRS required tax forms if through us
- In the same cadence as active duty pay
- Any city admin fees also funded on the same cadence

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Program Administration:
Initial Set-up and Knowledge Transfer

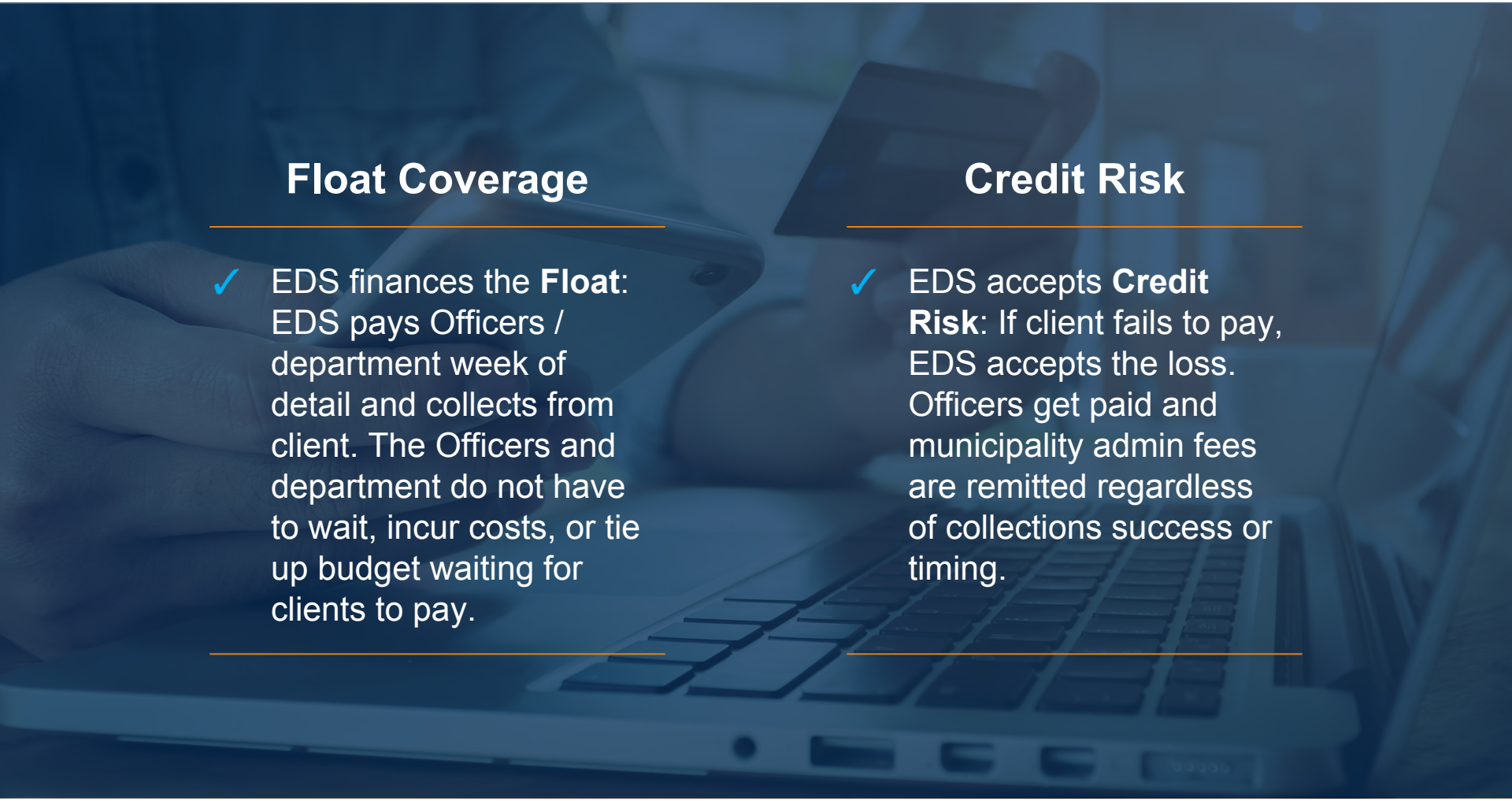
We learn from you...

- Rates and rate rules (i.e., differences by time of week, title, type of detail, etc.)
- If there are any detail types or prior clients which are off-limits
- Which Officers can work which detail types
- cancelation, detail transfer, “split-job” and other day-to-day policies
- Monetary flow matters:
  - flow path from clients to Officers
  - timing of client and Officer payments
  - client non-payment escalation process (if applicable)
- Go-forward reporting / touch-base plan
- Specific client information we should be aware of
- Who our liaison will be
- Discipline actions we need to report on

... we customize our process to accommodate...

- Create a landing page for your department for our operations staff; assign specific account reps to the department.
- Incorporate the rates, rate rules, scheduling rules, specific client information and any other pertinent information into the landing page.
- Incorporate scheduling rules into the scheduling software / process. Capture Officers’ phone/email information for scheduling and confirmations.
- Setup payroll processing and/or link into department’s current payroll system.
- Create reporting cycle; finalize report content/ specifics with department leadership.
- Run side-by-side tests and plan rollover of any aspects of department’s current processes which must be parallel run initially.

Financial Risk Mitigation



Float Coverage

- ✓ EDS finances the **Float**: EDS pays Officers / department week of detail and collects from client. The Officers and department do not have to wait, incur costs, or tie up budget waiting for clients to pay.

Credit Risk

- ✓ EDS accepts **Credit Risk**: If client fails to pay, EDS accepts the loss. Officers get paid and municipality admin fees are remitted regardless of collections success or timing.

Legal Risk Mitigation

Extra Duty Solutions protects all extra duty Officers with **full professional/ general liability** coverage:

- ✓ Liability insurance issued through Hiscox and underwritten by Lloyd's of London.
- ✓ Well beyond standard liability, our insurance encompasses damage to premises, K-9s, assault and battery, no-fault medical pay coverage, automobile coverage, data and privacy breach coverage, and physical / financial / data theft and crime coverage.
- ✓ Our insurance specifically protects both W2 and 1099 armed workers acting in a security capacity and liability insurance includes waiver of subrogation for our Municipalities, Police Departments and their Officers.

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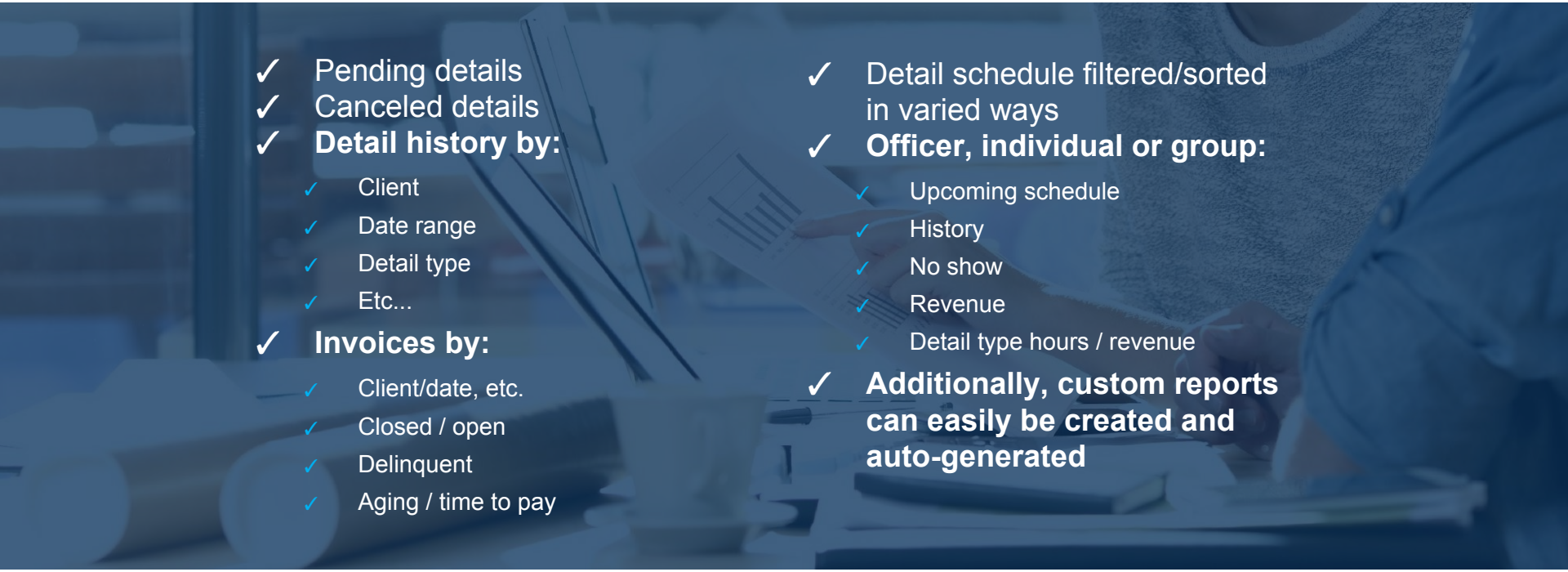
Reporting, Feedback and Maintenance

A wide variety of reports are available to Officers and department leadership. Reports can be accessed / created online individually as needed, or pre-selected reports can be emailed to the appropriate individuals on an on-going basis (ie, weekly / monthly report collections).

Report examples



- ✓ Pending details
- ✓ Canceled details
- ✓ **Detail history by:**
  - ✓ Client
  - ✓ Date range
  - ✓ Detail type
  - ✓ Etc...
- ✓ **Invoices by:**
  - ✓ Client/date, etc.
  - ✓ Closed / open
  - ✓ Delinquent
  - ✓ Aging / time to pay
- ✓ Detail schedule filtered/sorted in varied ways
- ✓ **Officer, individual or group:**
  - ✓ Upcoming schedule
  - ✓ History
  - ✓ No show
  - ✓ Revenue
  - ✓ Detail type hours / revenue
- ✓ **Additionally, custom reports can easily be created and auto-generated**

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Benefits Summary

- We leave the decision making with you: program rules, rates, etc. – while we take on the administrative burden.
- We transfer the cost of operating the program from your department and the taxpayer base to the clients of the program. We do not charge the department any fees for our service. Clients who use the program pay for it; nobody else pays.
- We “free up” the individuals who are currently administering the program so they can protect and serve or work on other department needs likely more consistent with their skills, interests and tenure level.
- We provide a high-level of customer service to your clients with dedicated customer service reps. Calls are answered quickly, reps have needed information to handle client needs on one call, emailed and web-based client detail inquiries can be handled, etc.
- Our call management software is the same software used by several best-in-practice major corporate customer service centers. Our service provides full transparency into program activities, finances, details and client activities along with highly flexible and robust reporting for department leadership.
- The risk of favoritism or unfairness accusations is mitigated.
- Financial and legal risk can be mitigated.

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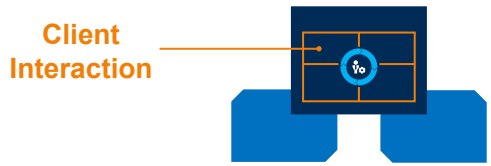
Appendix

1. Program detail pages
2. Program cost summary / example
3. Program activity flow pages
4. Management background
5. Company background
6. Contact information

EXTRA DUTY SOLUTIONS

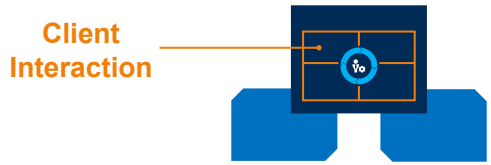
Program Administration:
Day-to-Day: Client Interaction



Pre-Detail Phone or Web-based Interaction

- Client calls or emails initiating a detail request
- The department's dedicated account team fields the request. Each department has at least one primary and one secondary (backup) account rep. EDS does not utilize a random call center approach
- Call coverage is 24/7/365 with pooled account team members working during the off-hours. 94% of calls are answered by the end of the second ring.
- Account teams have all rates/ rules/ local map if needed, client history - all on-screen before call is answered
- Repeat client details (e.g., same thing as last month ...) can be auto-populated making for very efficient client call or email
- "Gray area" requests are escalated to designated department liaison on an as needed or batch mode for guidance

Program Administration:
Day-to-Day: Client Interaction (continued)



Pre-Detail Web-based Interaction

- Recurring clients have the ability to set up an online account within which they can submit web-based detail requests
- Requests are reviewed and handled by account team

Post-Detail Interaction

- Clients have the opportunity to provide EDS with feedback on any aspect of a completed detail. Additionally, EDS proactively solicits feedback from new clients or new detail types.
- Any feedback pertaining to any specific Officers is communicated to the individual Officer and/or department liaison (in accordance with department leadership's desires)
- Feedback from the Officer(s) or department is communicated/ discussed with the Client as needed and desired

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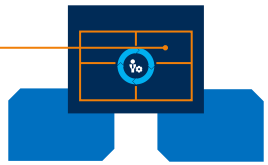
Program Administration:

Day-to-Day: Scheduling

Schedulling



Detail Posting and Sign-Up

- → EDS account reps enter pertinent information into the scheduling portal: location, date, times, detail expectations, client, etc.
- → "Open detail" notification is posted in accordance with department rules.
- → Postings can be viewed upon sign-on by individual Officer and/or "pushed" to Officers via email and/or text (Officer's choice) in the event of last minute needs.
- → Officers sign up also according to department rules (i.e., new details can be offered by tenure, date of last extra duty engagement, all-at-once, etc.).
- → Officers signing up for details are verified against department rules (e.g., have not signed up for more than 20 hours of extra duty work that week, etc.) and informed via email/text of their assignment which contains all pertinent information including expandable map.
- → Details can be assigned by EDS to Officers based on time-slots if desired.

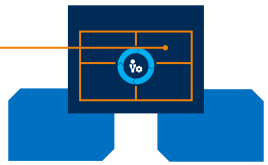
Schedule of All Jobs

Start	End	Hours	Rate	Location	Unfilled	Employer	Assigned to	Job Type
3/1/2017	**wednesday**							
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
3/2/2017	**thursday**							
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
3/3/2017	**friday**							
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
1830	2200	3.50	$32.00	500 Foot Homer		City of Cincinnati	Arias, Brenda	City Overtime
3/4/2017	**saturday**							
1830	2200	3.50	$32.00	500 Foot Homer	1	City of Cincinnati		City Overtime
3/5/2017	**sunday**							
1830	2200	3.50	$32.00	500 Foot Homer		City of Cincinnati	Shields, Tyler	City Overtime
3/6/2017	**monday**							
0700	1100	4.00		CCC Main Entrance - 12th & Poplar	1	Cincinnati Community College		Road Job
0800	1600	8.00		Main St at Winter St	1	Cincinnati Community College		Standard
3/7/2017	**tuesday**							

EXTRA DUTY SOLUTIONS

Program Administration:
Day-to-Day: Scheduling (continued)

Schedulling



Detail Confirmation and Review

- → Officers receive reminder email/text prior to detail
- → Officers have ability to sign-in/out via land line or mobile confirming detail attendance
- → Department leadership can view real-time, on-line, reports of Officer prior, present and future detail assignments customized by any time period and filtered by client, Officer, detail type and several of methods

Employer Job History

Cincinnati Reds

Division	Date	Job ID	Location	Openings	Filled	Start	End	Inv #	Inv Date	Paid
<Parent Company>	5/05/2016	4,352	1001 North Fourth Street	1		12:00	16:00			
<Parent Company>	5/03/2016	4,351	Great American Ballpark - Gate C	23		18:00	23:00			
<Parent Company>	2/17/2013	2,319	1001 North Fourth Street	4		10:00	14:00			
<Parent Company>	1/14/2011	936	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/13/2011	934	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/12/2011	932	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/11/2011	930	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/10/2011	928	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/09/2011	926	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/08/2011	938	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/07/2011	935	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/06/2011	933	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/05/2011	931	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/04/2011	929	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/03/2011	927	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/02/2011	925	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	1/01/2011	937	1001 North Fourth Street	1		08:00	14:00	32		Yes
<Parent Company>	11/02/2010	912	1001 North Fourth Street	20		18:30	23:30	31		Yes
<Parent Company>	11/02/2010	913	1001 North Fourth Street	3		18:30	23:30	31		Yes

Off Duty Cost Estimate

Cincinnati Police Department

Employer: Cincinnati Reds From: 5/1/2016 Through: 5/15/2016

Location	Date	Starts	Ends	Hours	Rate	Openings	Cost
Great American Ballpark - Gate C	5/3/2016	6:00 PM	11:00 PM	5.00	$32.00	23	$3,680.00
1001 North Fourth Street	5/5/2016	12:00 PM	4:00 PM	4.00	$38.00	1	$152.00
Grand Totals				***Sum***			***Sum***
				9.00			***$3,832.00***

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Program Administration:
Day-to-Day: Officer Payment

- → Officers are paid either through the current department process or directly from EDS
- → EDS handles all IRS related documentation if applicable

Statistical Profile of Jobs and Employers

From: 1/1/2016 Through: 5/15/2016

Total Officers:	616
Active Officers:	616
Inactive Officers:	
Active Employers:	16
Permanent Employers:	4
One-Time Employers:	12
Employers Authorized for Vehicle:	3
Permanent Employers with Jobs in Date Range:	1
One-Time Employers with Jobs in Date Range:	6
Vehicle Authorized Jobs in Date Range:	
One-Time Jobs in Date Range:	203
One-Time Hours Worked in Date Range:	354
One-Time Officers Working in Date Range:	43
Permanent Jobs in Date Range:	15
Permanent Hours Worked in Date Range:	21
Permanent Officers Working in Date Range:	3
Total Hours Worked in Date Range:	375
Officer No Shows in Date Range:	
Officer-to-Officer Job Transfers in Date Range:	
Employer Job Cancellations in Date Range:	
Total Paid to Officers In Period:	$6,752.00
Total Jobs Requested in Date Range:	4
Officers Requesting Jobs in Date Range:	4

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EXTRA DUTY SOLUTIONS

Program Administration:

Day-to-Day: Client Invoicing and Collection

- → Rates are set by department; Clients are invoiced according to department timing requirements: prior to detail, day of detail, week of, etc., or after completion.
- → Clients can be invoiced via hardcopy or PDF email.
- → Clients pay EDS who, in turn, pays department or Officers directly.
- → Delinquent Clients are not the department's problem, but EDS will involve department leadership when appropriate.

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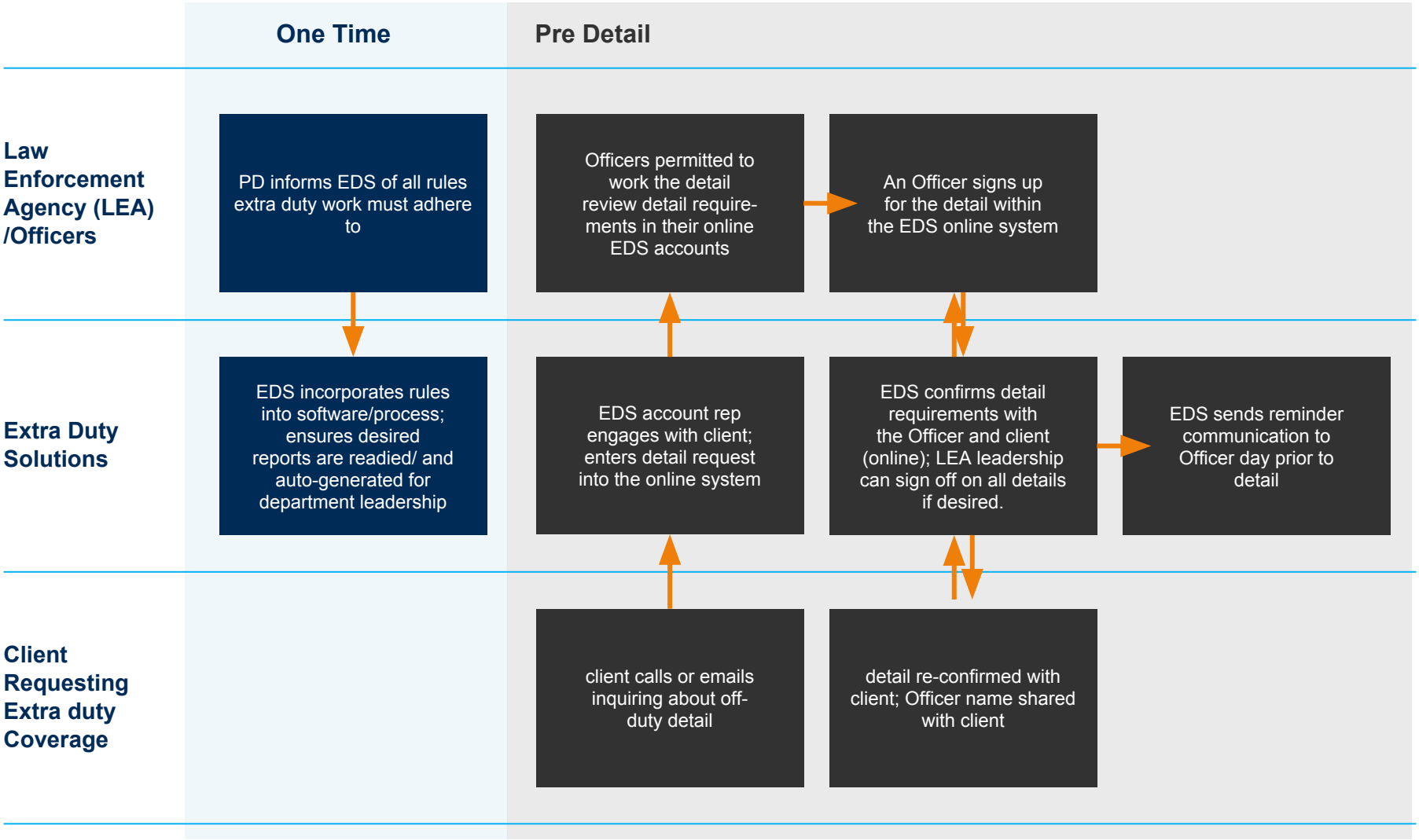
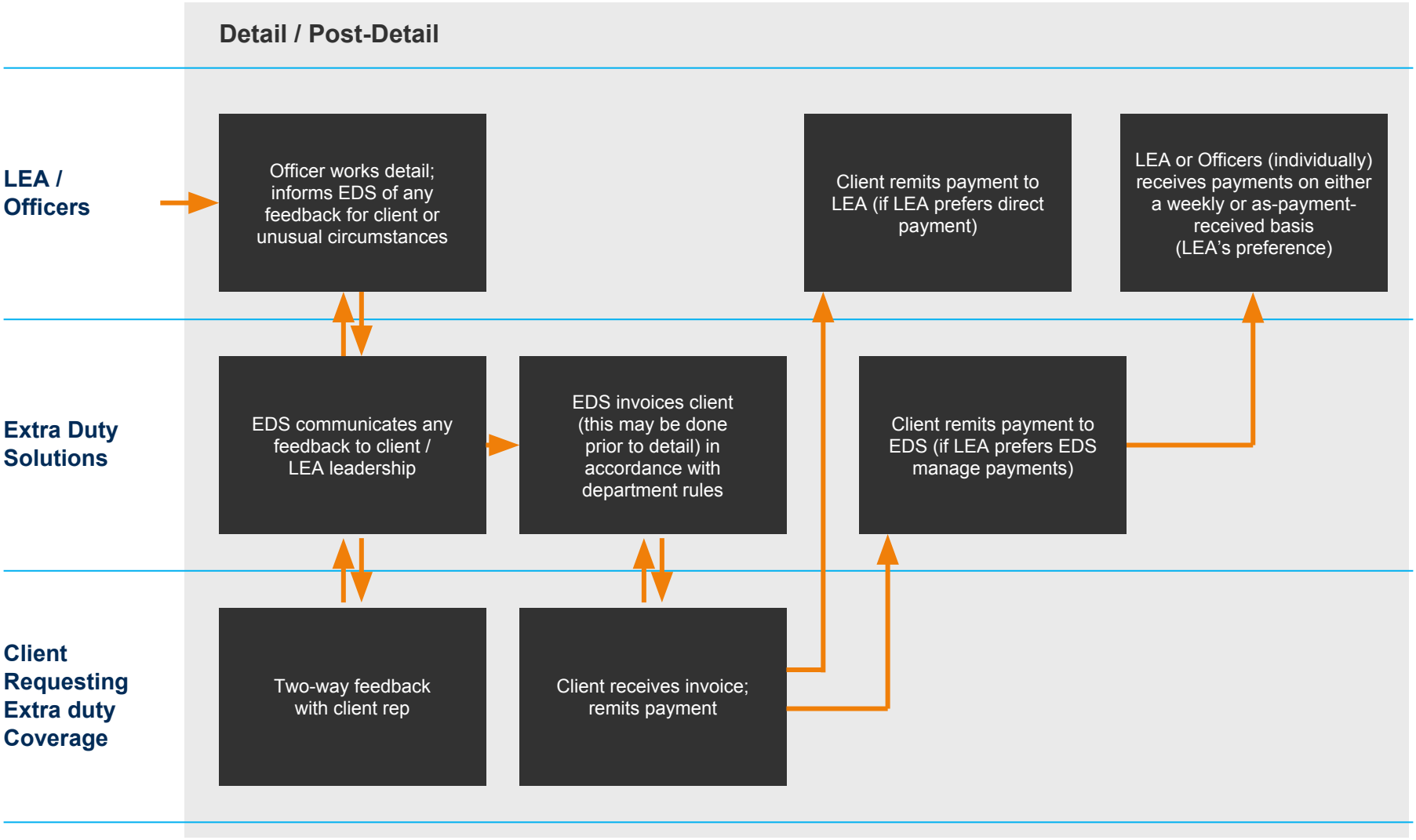
Engagement Workflow



Engagement Workflow:
continued



EXTRA DUTY SOLUTIONS

Offering History

	pre-Extra Duty Solutions	Hart Halsey corporate clients	Infrastructure expansion for Law Enforcement; Extra Duty Solutions creation
When	**1/08 – 6/14**	**6/14 – 1/17**	**2/15 – present**
What	→ EDS founders engage with multiple Police Departments across the US for executive protection, factory and logistics / security needs → "Free advice" to numerous corporate security professionals	→ HH manages extra duty Officer needs for several large corporations across the US; engages with multiple law enforcement agencies across the US. → Recurring phrase "necessary evil" heard when departments talk about offering extra duty programs	→ HH expands infrastructure, creates EDS subsidiary to work for law enforcement agencies' extra duty programs: → multi-point, two-way, interactive scheduling → within-department reporting/mgmt tools → call management capabilities → continued infrastructure growth and efficiency gains

Who We Are

Meet the Founders

Rich Milliman

Rich's professional background is heavily focused in business services and operations. After serving as a management consultant for McKinsey and Company, Rich ran portfolio marketing and operations at Bank One's credit card unit. He then ran a number of emerging and mid-sized business services firms for a European family office. Prior to co-founding Extra Duty Solutions, Rich was heavily involved in operational risk, security and back office operations at the world's largest hedge fund.

https://www.linkedin.com/pub/rich-milliman/1/5b0/19b

Adam Bryan

Prior to joining Extra Duty Solutions, Adam was Vice President at Classic Security, a division of Alliance Building Services. Previous to his work at Classic Security, Adam developed and led complex security operations programs at Qualitest Pharmaceuticals, a leading manufacturer of generic pharmaceuticals, and Bridgewater Associates LP, an investment management firm with approximately $169 billion in global investments. Adam also spent 8 years at Securitas Security Services USA where he held a variety of positions, each with increasing levels of responsibilities.

https://www.linkedin.com/in/adammbryan

Where We Are

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